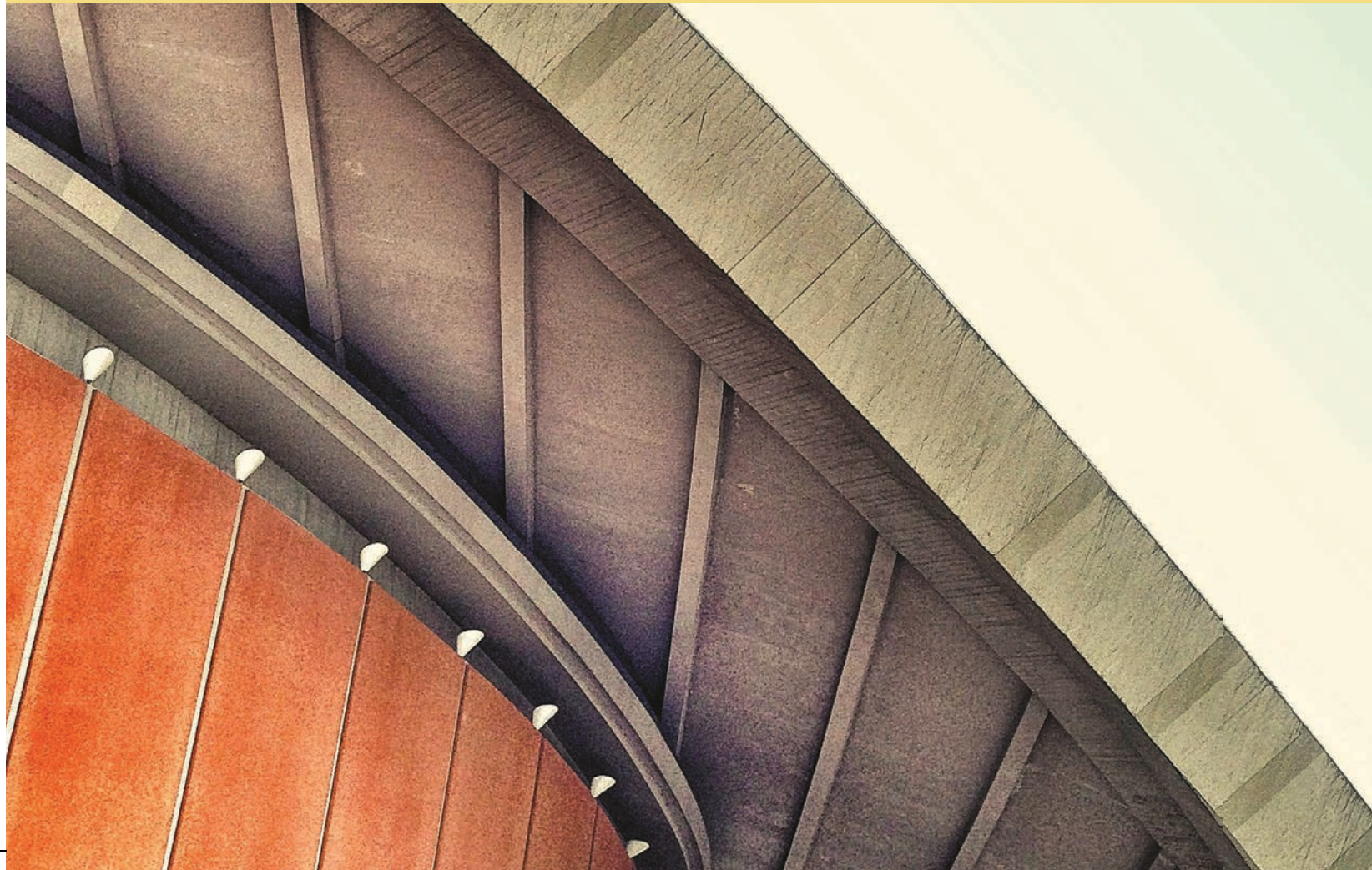


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ANNUAL REPORT

**Migrant Resource Centre
North West Region Inc**





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20 Victoria Crescent, ST ALBANS VIC 3021

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Fax: 9367 4344

Hume Office

**Level 1, Suite 10, 11-17 Pearcedale Parade,
Broadmeadows VIC 3047**

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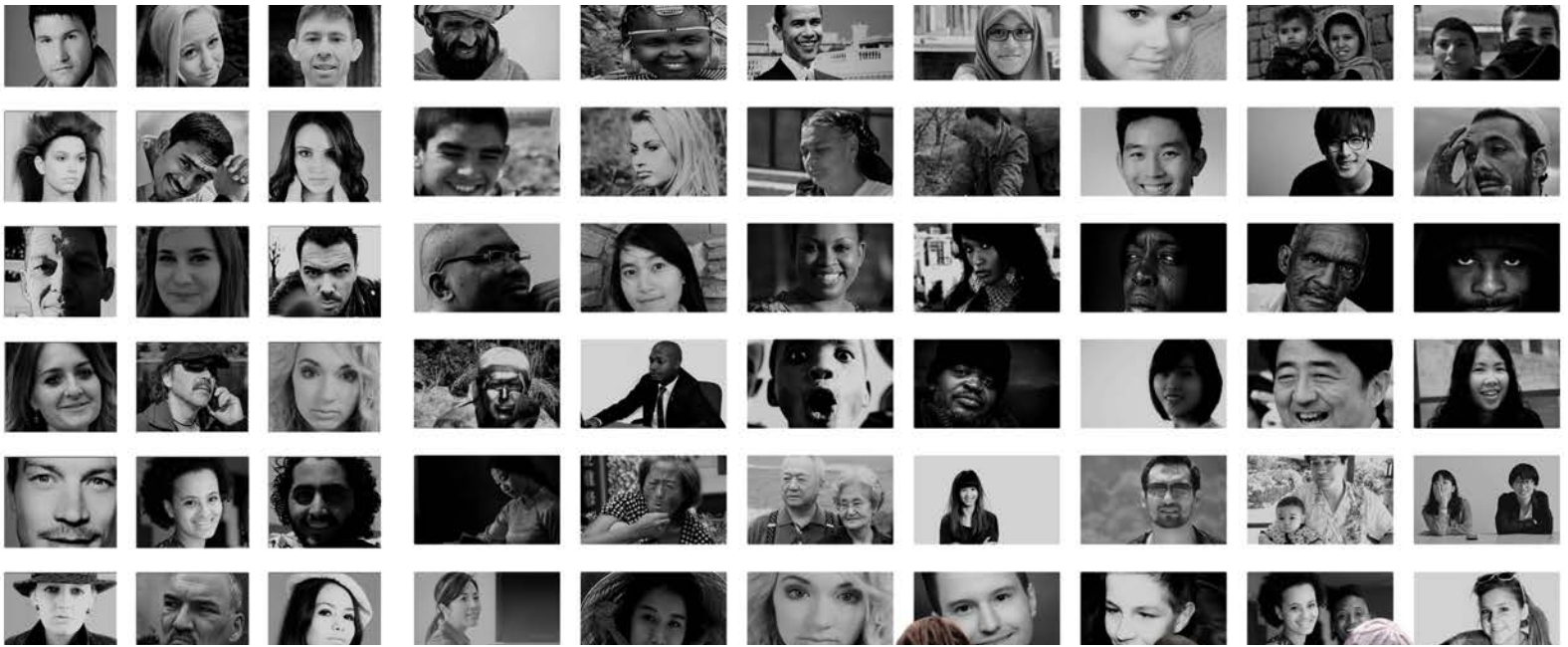
Fax: 9351 1210

Website: www.mrcnorthwest.org.au

Email: mrcnw@mrcnorthwest.org.au

**We would like to acknowledge Indigenous peoples as the first
Australians and Traditional Custodians of this land. We would like to
pay respect to the Elders both past, present and emerging.**





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WHO WE ARE

Migrant Resource Centre Region (MRCNWR) is a non profit community based organisation that supports and empowers migrants and refugees to settle and live fulfilling lives in north west metro Melbourne.

OUR VISION

The MRCNWR, supports an environment where people from diverse cultural backgrounds are able to participate to their full potential in the life of the Australian Community while they are free to maintain their individual culture and heritage.

OUR MISSION

The MRCNWR, within its scope and capacity will pursue equality of opportunity for all people in our community and challenge discrimination through direct services, systemic advocacy, information provision and community development projects which further the capacity for migrants and refugees to achieve and maintain a safe and healthy life in Australia.

OUR VALUES

The MRCNWR values are;
Diversity,
Equality for all,
Trust, Integrity and Professionalism,
Collaboration for the benefit of our client group,
Shape and treating all people with respect.

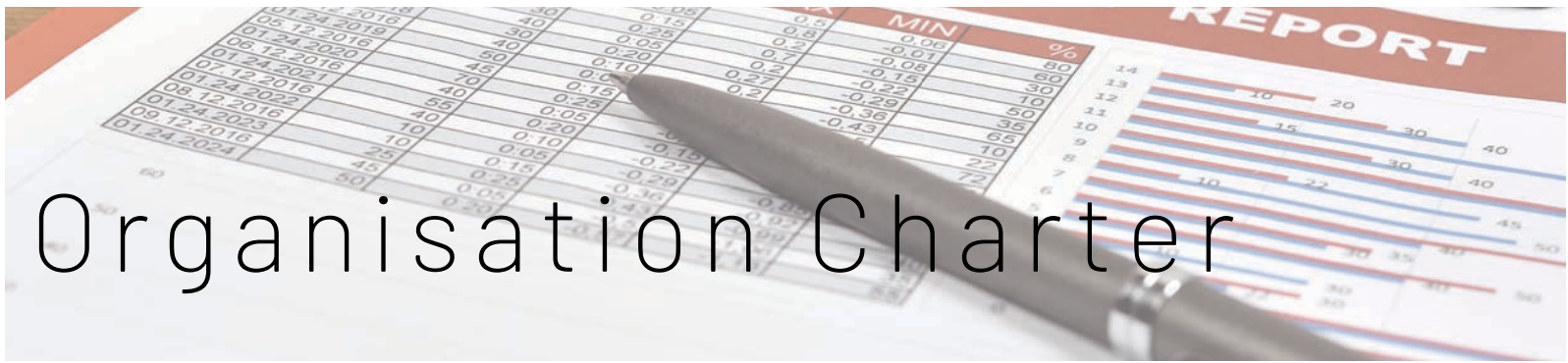


WHAT WE DO

Our main focus is on meeting the needs of our communities through effective, targeted, and meaningful services. We strive on promoting the needs of our multicultural communities through advocacy and by working with like-minded mainstream services to support the delivery of responsive and culturally Inclusive services.

MRCNWR's extensive range of services and projects include but not limited too:

- Individual and group case management
- Capacity building
- Community development
- Support for frail, elderly and people with a disability and their families
- Specialised settlement services
- Education & Training services
- Youth settlement work
- Health, wellbeing and life skills programs, activities and services.



Organisation Charter

Positive, Active and Strong - Health and Wellbeing

- Focus program development towards healthy lifestyle outcomes, which embrace person-centered approaches.
- Streamline referral processes and strengthen partnerships that assure all new arrivals and migrants have access to the best possible health-care, advice and services.
- Develop targeted, evidence based approach in addressing immediate health concerns facing newly arrived and migrant communities.
- Develop strategies which enhance CALD participation in community activities.

Access to every Opportunity – Education, Training and Employment

- Implement programs that prepare newly arrived communities to access local and sustainable pathways to education, training and employment opportunities.
- Further develop MRCNWR RTO accredited and LLO pre-accredited training programs to ensure positive transitions into quality measured and approved training opportunities in Aged Care, Disability and Community service fields.
- Sustain existing, whilst establishing new partnerships with learn local providers, job service agencies and key stakeholders that deliver lifelong learning approaches.

Growing and Sharing - Partnerships

- Continue to develop the whole of family approach to English Language acquisition, engagement with the Australian Education System and the Training and Employment sector.
- Continue to be the leader in key settlement networks and maintain representation at advisory group meetings that provide a solid foundation for collaborative partnerships and relationships that promote joint service delivery, information exchange and innovation.
- Foster partnerships that refine cross referral processes ensuring clients have timely access to appropriate services.

My Place - Engagement and Contribution to community

- Facilitate youth engagement opportunities that encourage positive engagement and civic leadership opportunities.
- Ensure student placement opportunities are made available to local refugee and migrant background young people to mentor and provide experience in this area of community development.
- Support school communities in engaging parents and families in education and local support services.
- Continue to work with a range of stakeholders to facilitate community connection/ induction programs for newly arrived groups.
- Work with and invest in local communities to build their capacity
- Support clients to build their confidence and skills and actively participate in their communities.
- Further expand e-technology opportunities that focus on information sharing and program delivery.

Fact, Evidence and Anecdote – Being a Voice

- Facilitate opportunities for newly arrived individuals, groups and communities to share culture, language, experiences and expertise with the broader community.
- Develop an information strategy that is responsive to the work of the organisation and empowers language based communities to share their culture, experiences and aspirations.
- Systemically advocate on behalf of individuals and communities where major policy decisions impact on the life outcomes of refugees and migrants.

Governance & Recognition as Leaders in the field

- MRCNWR will manage its business strategically and responsibly, promoting and marketing its services and successes at a local, national and International level.
- MRC North West will continue to lead in the provision of advice on the needs and issues affecting CALD communities.



Our Committee



Hakki Suleyman
Chairman



Daniel Wallace
Treasurer



Troy Atanasovski
Deputy Chair



Alicia Matene
Secretary



Sydney Vas
Committee Member



Chahida Bakkour
Committee Member



Imad Hirmiz
Committee Member



Minh Lam
Committee Member



Joe Caf
Committee Member



George Acquilina
Committee Member



Nicholas Tribe
Committee Member



President's report

HAKKI SULEYMAN

It is with great sense of pride and pleasure that we present this year's Annual report on the activities and essential services delivered at the MRCNWR.

What a year it has been, with the first half of the reporting period continuing to be the implementation of our strategic plan with our focus always set on the highest level of service delivery to our clients and our communities. We continued in expanding our services, launched new initiatives & programs, celebrated milestone events such as our second year of student graduation, MRCNWR 30th Anniversary and yearly Volunteer celebration night ; and then the second half from early 2020 redefining our lives forever with the profound impact of COVID-19 pandemic.

In the three decades of its existence MRCNWR has never had a year as significantly disruptive and uncertain as this. But we still managed to be resilient during these unprecedented times and on behalf of the Committee of Management I wish to acknowledge the great effort and work of the MRCNWR team led by our Executive Officer, Mrs. Gulden Metin who stepped up and faced the challenges, preparing an efficient transition to a remote working environment to continue delivering essential services to many clients.

During the period we continued to excel in our efforts to successfully maintain our accreditation and registration status as a RTO, NDIS and Home Care Packages provider, with the regulative requirements aligning with our service delivery obligations to our respective funding partners. Our programs which include but not limited to SETS Client services, Age Care and Disability services, Home Care Packages, NDIS and Learning Centre services continued to engage with our clients and their families providing the necessary support and essential services throughout the period. The management and staff of MRCNWR can take a great deal of pride in how well the organisation responded during extremely difficult times and the ability to maintain essential services to our all our clients and communities.

My thanks go to all our dedicated staff, our volunteers, key stakeholders, partners and our funding bodies, local Councils, our local State and Federal MP's, across the North West region for their continued support and commitment during these uncertain difficult times. Whilst no one can predict the longer-term impacts from the COVID-19 pandemic, MRCNWR is well positioned to continue to provide essential support to our community.

As the easing of restrictions in Victoria continue, we will rise to the challenges and hope to recommence our normal operations back in the office environment under the strict advice and guidance of the Victorian Government in the forthcoming year.

In concluding I extend my sincere gratitude to our members of the Committee, our Executive Officer for her commitment to continue our vision for the organisation, our staff for their ongoing dedication and tremendous work, all our volunteers, all our members for their contributions and our communities; thank you all. To all our funding partners and bodies thank you for your support, guidance and advice. At MRCNWR we celebrate our achievements this year and look forward to the future with confidence to make innovative, responsive and productive achievements.



Executive officer's report

GULTEN METIN

Welcome to MRCNWR's 2019-2020 Annual Report. It is my privilege to report on our performance for 2019-2020 which presents with it a year that was busy, productive, rewarding with its milestones and then ever so challenging and disruptive with the impact caused by the devastating bushfires followed by the health and economic effects of COVID-19 pandemic affecting all our lives worldwide.

The year began with many events and activities which coincided with MRCNWR 30th Anniversary celebrations. What an amazing milestone for MRCNWR and its staff, volunteers, members, partners and supporters past and present. Over 250 guests attended, enjoying a range of activities and performances that celebrated and highlighted the many achievements throughout MRCNWR's existence as a community-based organisation. It was fantastic to see so many people from so many different backgrounds and cultures come together in the spirit of connection, and harmony.

In the light of the changing environment in early 2020 with COVID-19, our response relied heavily on the dedication of our staff and supporters and the agility to mobilise, to meet the needs of our clients, deliver on our commitments and provide support to the most vulnerable. We all united and played a unique role in delivering the numerous successful projects, plans and strategies of MRCNWR and while we faced some immense challenges, what has been most impressive to see is how resilient and responsive we have been and taken these challenges as opportunities to adapt at a pace with great emphasis on safety that incorporated quality service performance.

Efforts to fast track and get upgraded IT systems and have necessary digital technology improvements in place allowed us to successfully deliver most if not all our age care services, disability services, RTO & LLO classes, youth and settlement programs from face to face to using online web-based platforms. We continued to achieve our strategic goals, on extending the scope of our services, whilst strengthening our quality and risk management systems by successfully achieving ISO 9001 certification and NDIS accreditation.

As we move our focus on to the forthcoming year, it is clear we will continue to face challenges that are not foreseeable, but we are committed to collaborating with our communities and key partners and respond effectively and efficiently to meet the needs of our communities. We will continue to work hard as a team to bring a sense of normalcy into periods of not so normal times and rise to any challenges ahead. I am very grateful for the extraordinary efforts of our entire team at MRCNWR, our staff and volunteers as well as the guidance of the Committee of Management.

I wish to sincerely thank the Committee in providing their unduly support and sound advice during the year. To all staff and volunteers thank you for remaining committed, resilient and diligent in providing efficient and professional services to our clients, our community, and key stakeholders during the year. My sincere thanks to our funding bodies, local Councils, our local State and Federal MP's, and all our networks across the North West region, for their continued support; to our partners thank you all, without our partnerships we would not be able to achieve what we do best, to deliver positive outcomes for our community.

We have emerged through the year as a sustainable and viable organisation continuing to offer meaningful essential services for our communities and we will continue to do so well into the future. No amount of difficulty can supersede the accomplishments we have succeeded with the delivery of our services and programs. I hope you all enjoy reading our Annual Report as we move forward together and work towards a safer, better tomorrow with great enthusiasm, unification, and vigor!



Treasurer's report

DANIEL WALLACE

On behalf of the Committee of Management of the Migrant Resource Centre North West Region, it gives me great pleasure to present the financial report for the year 2019/2020.

The excellent results achieved depict the dedicated efforts of our President, Mr. Hakki Suleyman and the Committee of Management together with the Executive Officer, Mrs. Gulden Metin and staff of the Centre. MRCNW remains in a healthy financial position to meet all its current and future committed obligations. Operating costs continued to be managed in line with prudent management policies and sound financial management.

The COVID-19 Pandemic has impacted our Organisation, leading to the closing of our premises and the suspension of face-to-face learning, but the Pandemic also forced the Centre to tackle the resulting challenges in innovative ways to ensure we remain relevant and sustainable.

During the year staff remuneration and related oncosts were \$1,879,302 which is \$126,463 or 6% below 2019. The change in staff related costs was driven by the fewer community activity programmes, the RTO/Learning Centre, the annual wage increases under the relevant Awards and a change in the way we account for expected future payroll oncosts on employee entitlements.

The organisation's cash reserve grew to \$3,918,508. This was aided by recurrent and new program funding, COVID-19 Government assistance payments and interest from the funds held in term deposits throughout the financial year, along with a reduction in expenditure. The organisation's net assets position has improved to \$2,851,221, an increase of \$286,866 and is well positioned for 2021 and the years ahead.

New, but exciting challenges await in the current financial year with our increased involvement in Aged Client Home Care Support, the Reconnect Program and expansion of the community activity programs, all while dealing with the continued impact of the COVID-19 Pandemic.

The MRCNW financial position remains healthy and the organisation will continue to deliver and expand its valued services to the local communities and other stakeholders. I thank the respective Federal, State and Local Government Agencies for their ongoing funding support and the trust they place in us to continue to deliver the services that are expected and needed in our communities.

In closing, I thank our President Mr. Hakki Suleyman together with my colleagues on the Committee of Management, and our Executive Officer Mrs. Gulden Metin, for their strategic vision, direction and management. I commend and applaud all our staff, particularly the finance team, for their dedication and efficiency which has resulted in another very successful year of our service delivery.

Financial auditor statement

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2020

	2020	2019
	\$	\$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,950,297	1,771,388
Financial assets	1,968,211	1,937,894
Trade and other receivables	5,208	12,196
TOTAL CURRENT ASSETS	3,923,716	3,721,478
NON CURRENT ASSETS		
Property, plant and equipment	169,441	80,978
Intangible assets	394,720	-
TOTAL NON-CURRENT ASSETS	564,161	80,978
TOTAL ASSETS	4,487,877	3,802,456
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	47,154	139,761
Income received in advance	372,676	293,412
Provisions	478,987	589,269
Lease liabilities	150,063	-
TOTAL CURRENT LIABILITIES	1,048,880	1,022,442
NON-CURRENT LIABILITIES		
Provisions	342,803	215,659
Lease liabilities	244,973	-
TOTAL NON-CURRENT LIABILITIES	587,776	215,659
TOTAL LIABILITIES	1,636,656	1,238,101
NET ASSETS	2,851,221	2,564,355
EQUITY		
Contributed Equity	100	100
Accumulated Funds	2,851,121	2,564,255
TOTAL EQUITY	2,851,221	2,564,355

A complete set of audited financial statements from the organisation
is available upon request.

Financial auditor statement

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
REVENUE		
Operational funding income	3,105,230	3,302,395
Other income	78,557	27,758
Interest received	30,180	50,172
TOTAL REVENUE	3,213,967	3,380,325
EXPENDITURE		
Accountancy Fees	-	21,667
Audit Fees	4,060	7,000
Communication Expenses	96,660	56,078
Community Activities Expenses	164,876	208,993
Depreciation and Amortisation Expenses	152,727	49,747
Equipment Expenses	62,437	24,128
Finance Charges on Leased Liabilities - Leases Premises	30,532	-
Insurance Expenses	2,604	2,529
Legal & Professional Fees	251,430	204,022
Learning Centre Expenses	156,102	120,628
Loss on Disposal of Fixed Assets	4,540	-
Miscellaneous Expenses	2,951	3,723
Motor Vehicle Expenses	19,654	19,871
Payroll Costs	1,879,302	2,005,765
Premises Expenses	55,191	216,070
Professional Resources Expenses	35,961	19,833
Staff Expenses	8,074	8,947
TOTAL EXPENDITURE	2,927,101	2,969,001
Net surplus/(deficit) before income tax	286,866	411,324
Income tax expense	-	-
Net surplus/(deficit) attributable to the Association	286,866	411,324

MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2020

	2020 \$	2019 \$
Net surplus/(deficit) attributable to the Association	286,866	411,324
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year	286,866	411,324
Total comprehensive income attributable to the Association	286,866	411,324

A complete set of audited financial statements from the organisation is
available upon request.

Financial declaration

**MIGRANT RESOURCE CENTRE NORTH WEST REGION INC.
A.B.N 94 440 426 277
STATEMENT BY MEMBERS OF THE COMMITTEE**

In the opinion of the Committee the financial report as set out on pages 2 to 15:

- 1 Presents a true and fair view of the financial position of Migrant Resource Centre North West Region Inc. as at 30 June 2020 and its performance for the year ended on that date in accordance with Australian Accounting Standards.
- 2 At the date of this statement, there are reasonable grounds to believe that Migrant Resource Centre North West Region Inc. will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Chairperson



Mr Hakki Suleyman

Treasurer



Mr Dan Wallace

Dated this

day of 30 October 2020



Our Staff

Gulten Metin - Executive Officer

Natasha Kocovski - Executive Assistant

Vesna Bajic - Administration/Reception (St Albans)

Finance

Chamila Fernando - Finance Officer

Settlement - SETS Client Services Team

Victoria Fisher - SETS Team Leader

Sevean Kakos - Administration/Reception (Hume)

Lanfen (Betty) Huang - SETS Client Services

Ban Pitros - SETS Client Services (Hume)

Deng T Yong Deng - SETS Client Services (St Albans)

Laura Di Giorgio - Youth Settlement Worker (Hume)

Age Care & Disability Services Team

Zeinab Hussein - Team Leader

Ahmed Sharif I Adam - Home Care Packages Support Worker

Amal Sery - Coptic Elderly Volunteer Coordinator

Arhet Ibrahim - Home Care Packages Support Worker

Atarjit Brar - Indian/Sri Lankan Social Support group Coordinator

Barbara Furgal - Home Care Packages Care Coordinator & Access & Support

Chamini Jayamanne - Sri Lankan Social Support group Assistant

Christian Astourian - DnD Program Coordinator

Edina Pajevic - Home Care Packages Support Worker

Gamal Ali - NDIS Care Coordinator & African Elderly Men's Social Support

Gulgen Tahir - Turkish Social Support group Assistant

Gulumser Yuksel - Home Care Packages Support Worker

Halima Omar - Home Care Packages Support Worker

Ilse Draper - German Social Support group Assistant

Ismeta Huremovic - Bosnian Social Support group Coordinator

Laurice Demain - Coptic Elderly Volunteer Coordinator

Madlenane Ghali - Coptic Elderly Volunteer Coordinator

Payal Sharma - Indian Social Support group Assistant

Muna Hassen - Home Care Packages Support Worker

Naagla Anis - Coptic Elderly Volunteer Coordinator

Raziye Yilmaz - Volunteer Coordinator / Access & Support

Regine Keys - German Social Support group Coordinator

Shyaamalekhaa Rodrigo - Sri Lankan Social Support group Coordinator

Suthaluxmy Kunalan - DnD Administration

Tracey Allan - Disability Advocate

Unal Mehmet - Multicultural Social Support group Assistant

Zehra Mutluel - Turkish Social Support group Coordinator

Learning Centre Services RTO & LLO

Sue Tantaró - Training & Compliance Manager

Sanela Makki - Admin & Student Support Officer

Champika Ranasingha - Admin & Student Support Officer

Patricia Heppolette - ESL Trainer / Teacher



Our Volunteers

At MRC North West Region we are deeply appreciative and thankful for all our volunteers who played an active and selfless role in supporting our programs, activities and events during the year. Our programs are very diverse and require compassionate and dedicated volunteers. The restrictions imposed due to COVID-19 had a significant impact on our volunteer program, with all volunteer activity being suspended in late March 2020, to protect the health and wellbeing of our volunteers, clients and our staff. We acted swiftly to develop processes that allowed our volunteers to continue to provide support remotely, via digital platforms. The success of an organisation is underpinned by its volunteers and staff. Thank you all.

Abdalla Said Idris
Adam Mohamed
Adem Malekin
Alem Desta Abrha
Ali Osman Hamid
Amal Mikhael
Amal Sery
Ayten Emin
Bakhit Baho
Edward Tadros
Fatma Omar
Feride Cuturic
Florance Habashi
Gihan Tadros
Hassan Kasim
Hatice Mehmet
Hayriye Sabri
Ibrahim Idris
Ibrahim Karrar
Judith Parker



Mannal Hammal
Mary Wright
Maurice Maghamez
Mohamad Nour Ahmed
Munufe Ali
Nilgun Akbelen
Nuvit Mustafa
Omer Osman Bakheit
Rasema Hodzic
Ruzan Sumer
Mohammed Elhaj
Mohamad Nour Ahmed
Salih Hamzic
Serifa Vunic
Serpil Ari
Suzan Bishay
Ulusay Hassan
Victoria Pompeani





Our Year Snapshots 2019-2020

25+

**Age Care &
Disability
Programs**

100

**Young People
engaged in SETS
Youth Services**

175

**Volunteers
engaged**

200

**Online
informational
sessions hosted
across all
programs**

560

**Participants in
Diversity And
Disability
(DnD)program**

1450

**SETS Client
Services
casework**

3,200

**Welfare calls
during COVID-19**

12,000

**Clients
supported and
serviced across
North West**

100,000

**Hours of service
delivery**









Our Services

MRCNWR across all of its services and programs touch the lives of many people from newly arrived to longer term established migrant communities providing the best positive outcomes for all.

This year our service teams have accomplished another outstanding productive year continuing to act within the aspirations and needs of our community, providing space for voices to be heard, and working with appropriate initiatives that address their needs even during unprecedented times with COVID-19.

MRCNWR has a range of programs for people from a multicultural background living in the North West regions of metro Melbourne and beyond. These include:

- Information, advocacy and referral to other services;
- Aged Care- CHSP, HACC PYP, Home Care Packages, Volunteer Coordination, Access & Support;
- Settlement, Engagement & Transition - Client Services & Multicultural Youth Settlement;
- Diversity & Disability Services, NDIS Support/care Coordination & Disability Advocacy;
- Education, Training and employment pathway opportunities; AND support for those impacted by COVID-19.



SETS Client Services Program

MRCNWR Settlement Services program equips clients with the skills and confidence needed to address their settlement needs and thrive in their daily lives. Our services focus on social participation, economic wellbeing, independence, personal wellbeing and community connectedness.

This year has been a year of two halves and like nothing we have ever experienced before. From June 2019 to mid-March 2020 our team delivered our SETS Client Services and group work activities using the traditional face to face practices. From March 2020 when we went into lockdown due to COVID-19, working from our homes we upskilled our team and our new and emerging communities on how to successfully use a variety of digital platforms to communicate with each other remotely.



20 participants from CALD backgrounds successfully completed MRCNWR Road Safety awareness program.

150 hours of youth engagement via Hub Club and other youth activities.

Our SETS Clients Services program serviced 1450 people with case work, advice and referrals.

During lockdown the SETS team made over 700 welfare calls to our new and emerging community members.

Our investment in upskilling ourselves and communities has paid great dividends as we have been able to support our communities during the COVID-19 pandemic in ways we could never imagine.

Zoom, Messenger, Teams and FaceTime became part of our vernacular as we transitioned to online meetings, weekly group sessions, and client appointments.

During lockdown the SETS team utilised digital platforms to support our new and emerging community members making sure they were coping with the lockdown restrictions. These communication methods were warmly welcomed as this reduced social isolation and allowed people to clarify their understanding of the ever-changing COVID-19 safe practices and laws.



Women of the World started meeting at St Dominics Parish Primary School in June 2019 in which we explored women's health, craft activities, practised English, played Citizenship trivia and bingo. We went on three excursions to the city visiting Artvo, Myer Christmas windows and enjoyed a boat cruise down the Yarra River.

From March 2020 we evolved to online meetings using Messenger playing word games, bingo and providing COVID-19 updates. Our ladies missed each other during the lockdown and were able to embrace online platforms to keep in touch. The benefit of using these online platforms during lockdown saw our WOW group grow with new members and women who had barriers to travelling to St Dominic's could now log in from their homes.



The Hume Youth Settlement Hub Club

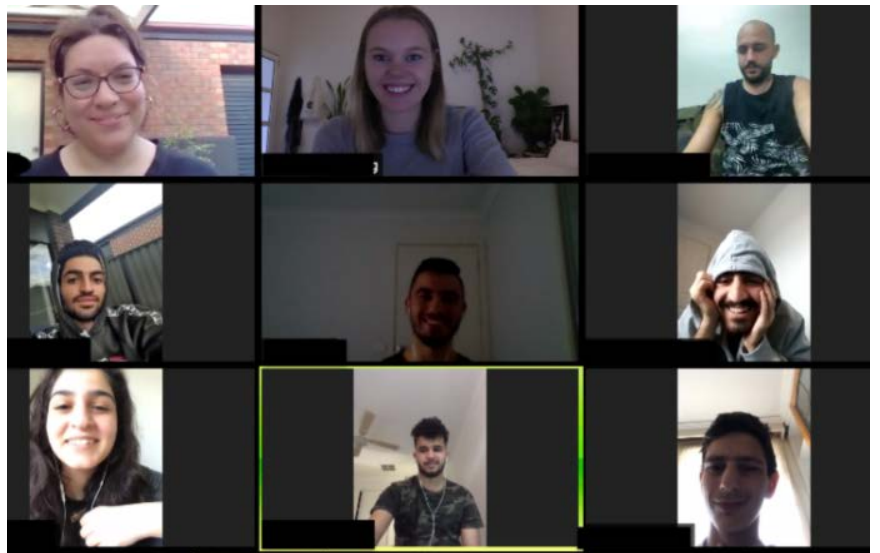


This is the Hub Clubs third year!!! We have seen fantastic growth with our original Hub Clubbers, as they improve their English and confidence, resulting in the enrolment of higher education, securing jobs and long-lasting friendships.

The Hub Club Youth Committee supported our youth to develop their leadership skills, run meetings and facilitate weekly activities at Hub Club. Like the WOW program, The Hub Club was meeting onsite at Youth Central, Broadmeadows participating in a fast and fun program filled with games, team building whilst practising English language. School Holiday excursions were a lot of fun. New Hub Clubbers were joining as older Hub Clubbers stepped away to pursue new endeavours.

During lock down Hub Club started a twice weekly Zoom session which kept our Hub Clubbers friendships alive and new friendships made. We saw an increase of young women joining in and the program expand to include young people from the Western suburbs.

Our online program focused on fun games using English and reducing social isolation. COVID-19 updates were also provided.





Multicultural Men's Shed

Multicultural Men's Shed has continued to embrace our new and emerging community members who are living in Brimbank. The weekly meetings take place at Sunshine Uniting Church providing a place to forge friendships, share food, hear from guest speakers and have a chat.

Partnerships Working in partnerships with schools is a big part of the SETS program.

Our case workers outpost at AMEP providers, Kangan Institute and Comm-unity+ providing onsite support to students and teachers. Parent capacity building programs at Resurrection Primary School and St Dominic's Parish Primary School have been popular amongst the school's parents. The Journey of a Refugee interactive presentation was well received by 100 students at Sunbury Primary School.

Our strong networks in Melton, Brimbank and Hume continue to grow. "Out of adversity comes opportunities": 2020 has certainly shown us that as we look at continuing with the use of digital technologies to support the Settlement for new arrivals into the future.

Road Safety for New Arrivals

Six road safety information sessions were delivered at Melton City Council Library to 20 participants from a mix of communities from the Horn of Africa, Myanmar, and the Middle East. Our theoretical information sessions included road safety rules and the role of the police, child passenger safety, the impacts of road trauma, legal services, insurance and knowing your rights when buying a car. Our participants received driving lessons that marries their theoretical and practical knowledge together. The Melton City Mayor and councillor's joined us for a lively graduation which included a Sudanese Cultural Dance and refreshments. The Road Safety Graduates, Melton City Councillors and MRCNW Staff.



Age Care Services

All our funded activities provide opportunities for our communities and helps maintain independent living for our clients to participate in social interactions.

The Aged and Disability services team have had a once in a lifetime experience in 2020. The year 2020 has been a year for the Migrant Resource Centre North West, where we needed to step up our efforts to be agile and innovative to ride the challenges of the COVID-19 pandemic and the disruption to our mode of service delivery.

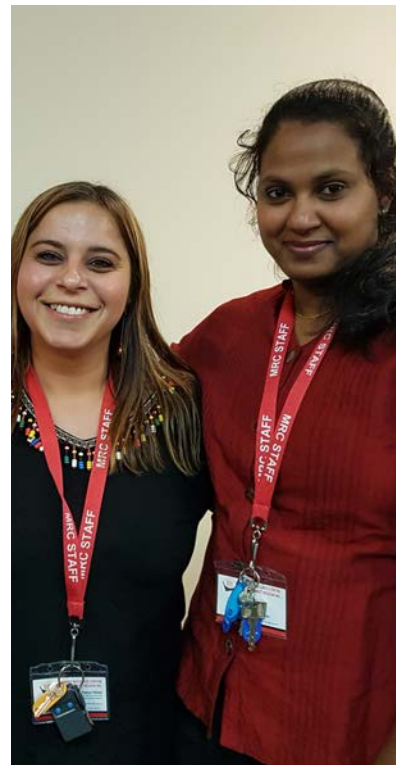
The Aged and Disability team suddenly needed to adopt working remotely and move all our programs to online and digital platform delivery modes.

A highlight of these efforts is that our Aged and Disability services continued to be delivered during all the restrictions stages without interruptions.

Welfare checks undertaken by team members during this period, provided information, reassurance and other assistance needed to all our clients and carers. For some isolated clients, those welfare checks calls were a lifeline.

Professional development and training opportunities for staff and volunteers continued to be our focus during the year, to ensure staff and volunteers are skilled, confident, and capable to deliver a service meeting consumer needs and offering staff the skill to respond to the challenges posed by the pandemic.

The Aged and Disability team wishes to extend their gratitude to all stakeholders that cooperated with us for the benefit of the service users and the community at large.



Turkish Social Support Group



The Commonwealth Home Support Program (CHSP) provides entry-level support for older people who needs some help to stay at home. Service providers work with them to maintain their independence. Support can include help with daily tasks, home modifications, transport, social support and nursing care.



Here are some comments made by clients for our program. "Because of my holiday I was away from the group. I missed everyone. I understand coming to the group like having my family around. Talking with them, doing activities together, lunches, information sessions, go excursion together was different. It was best. MRCNWR coordinators always very kind and ready to help us."

Turkish Speaking Social Support Program helps 40 clients to stay socially active and connected with their community.

We engage our clients through a variety of activities, crafts, lunches, outings, information sessions and celebrations. We make every decision with our clients, for clients.

"Best part of coming to this group is every week seeing my friends, talking with them, share my daily life with them priceless."

"I choose to come to this group because it's different and fun. That's what I am looking for."

German Social Support Group

Our German social support program activities are all developed in collaboration with our clients to meet their needs, as well as to support their goals.

During COVID-19 restrictions and lock down periods, we continued to provide regular wellbeing checks over the phone and activity packs were provided via post to our clients homes to keep them occupied and alleviate any sense of isolation. Feedback from our clients have been very positive even during times of uncertainty.

"I love the group. There is nothing I would change. Very interesting activities. Miss the group, but love that Coordinator rings up every week and cares"...

"Great company and entertainment... Love speaking German and doing activities in my own language".

"Fantastic variety of activities that is always a lot of fun"...
"Always look forward to the day, it gets me active".



Indian and Indian & Sri Lankan Social support Program

The Indian and Indian & Sri Lankan social support program(s) continues to support our frail, elderly citizens; providing them with a range activities that encourages participation and assists them to remain living in their home and in the community by enhancing their everyday living skills and the opportunity to meet and socialise with others from the same cultural background and language. Our Social Support programs in collaboration with our clients includes a range of health and well being information sessions and excursions. Before COVID-19, Jamieson Way Community center purchased Table tennis equipment and our groups enjoyed some light physical activity every Friday.



Due to Covid restrictions, groups were not able to meet at the community centers. Sessions transitioned to virtual platforms on Zoom every Friday. Our activities although not face to face included Quizzes, singing sessions, exercises, sharing stories and having cooking demonstration via Zoom. Rupali, one of our clients in the group had a hip operation and welcomed the activities via zoom. Stating that virtual sessions helped her to stay active during recovery and keeping her mind positively occupied.

Sri Lankan Social Support Group

Our group provides opportunities for social interaction, physical activity, outings and participation in a range of activities for aged clients of the Sri Lankan community in the Western region. Client birthdays are never forgotten in our group and we make sure to make each client feel special with a cake and a personalized birthday banner for every client.

Outing to the Bacchus Marsh Naturipe Fruit Farm was one of our favorites.

Due to the impacts of COVID-19 restrictions, we were able to continue interacting via telephone and online. The key focus during this period was to continue offering support to our clients.



Program activities are developed to meet our client's needs, as well as to support their goals. Even during lock down, we provided regular wellbeing checks over the phone and activity packs were sent to their homes to keep them occupied.



Bosnian Social Support Group

CHSP Social Support Group Activities for our groups are designed to promote different forms of wellness and engagement- these include but not limited to, arts and crafts to increase mental awareness; exercise for physical well being & guided tours to advocate healthy shopping and nutrition.



MRC North West Region Bosnian social support group enjoyed many excursions and indoor activities when the group was meeting face to face during the first half of the year.

With the onset of COVID-19 in late March 2020 we transitioned our group sessions and activities online. Clients who didn't have much experience with online quickly were assisted in being upskilled and adapted to the digital environment as we continued every Tuesday to meet online and run our group activities through video calls.



Our online sessions had positive feedback from our group who enjoyed playing trivia games, bingo, quizzes, sharing stories and getting regular updates and information on COVID-19 pandemic.

One client stated how she looked forward to every Tuesday's session as she loved seeing everyone even when online.

Other clients found the lock down challenging at times but happy that they were able to still meet through other delivery modes and able to talk and catch up, be involved and see each other when there continued to be restrictions for face to face activities. Welfare checks by our team were also very welcomed by clients.

African Elderly Men's Social Support Group



The African Elderly social support group funded by both Commonwealth Home Support Program (CHSP) and Home and Community Care Program for younger people (HACC- PYP) is a social support group for people who are frail, elderly or with a disability who desire to continue living independently in their own home and aims to provide a tailored program with a range of activities catered for each client's needs which supports independence and quality of life.

The group met every Tuesday excluding public & school holidays participating in activities that included Information sessions on topics such as Health and wellbeing, visits to local services of interest, walking and light exercises; and having 'Get together' Lunches on a monthly basis. Every year in February the group with the assistance of the coordinator plan a 4 day camping trip for the group to many different locations. In early 2020 with COVID-19 at our doorstep the group trip was unfortunately cancelled until further notice. And all activities were via online and digital delivery methods.



Welfare checks and virtual sessions were quickly adopted with participants being upskilled to use digital platforms in light of the unprecedented times.

Feedback has been very positive and our clients have extended their heartfelt thanks to the Migrant Resource Centre North West, the coordinator and volunteers for well prepared and organised activities.

Access and Support Program

Our Access and Support program continued to support eligible clients from diverse backgrounds who experienced barriers in service access and provision throughout the year.

The program works with individuals and service providers to remove barriers for eligible clients enabling them to access the necessary care and support they need so they can remain living independently in their homes and community whilst services continued.

During the first half of the year there was a range of information sessions delivered and events attended promoting the benefits of the program. With COVID-19 restrictions in March 2020 the program continued via digital platforms with regular welfare checks to eligible clients.



Good News Story

Access & Support Worker was approached by the Western Aged Care Assessment Service to assist a family who found themselves in a very difficult situation.

Branko came to Australia over 30 years ago. His widowed mother lived in Bulgaria until 2007 when Branko's friend alarmed him that his mother became homeless after losing her apartment to a scam.

Branko travelled promptly to Bulgaria and found his mother wandering the streets, in a state of severe mental distress, not able to recall what happened. He arranged a tourist visa for his mother and brought her to Australia. Various obstacles, including his own complex health problems prevented Branko from legalising his mother's stay in Australia and applying for a pension. As years were passing, Branko's mother developed dementia with very challenging behaviours.

Branko, a sole carer, was trying to manage care for his mother but reached a point when this arrangement became unsustainable and a crisis occurred. Branko felt he was no longer able to look after his mother- he was physically and mentally exhausted. Family doctor contacted the Western Aged Care Assessment Service and asked for help for Branko. It was clear to the assessor that Branko's mother needed residential care as soon as possible. She did not have any current personal identity documents and these were required for placement in residential care.

Access & Support Worker, assisted by advice from MRC Settlement Team approached Bulgarian Embassy in Canberra with a request for a new passport for Branko's mother. Understanding the circumstances, the embassy agreed to apply a rule of exception and cooperated with the Access & Support Worker to assist Branko and his mother. (eg. a virtual interview took place -normally appointment in person at the embassy is required) and after 2 months new passport was issued. Branko's mother was placed in a nursing home soon after that.

Home Care Packages Program

Our Home Care Packages program provides case management, support and services to our frail, elderly seniors in the community, to remain living at home for as long as possible; and enables choice, control and flexibility in the way that their care and support is provided to them when in their own home. Our program continued to grow over the past 12 months, and is **currently supporting 17 seniors on all 4 levels of care.**

Clients with approved packages are assisted by our professional team of staff that include our Care Coordinator and 7 qualified and dedicated Support Workers, all of whom have a commitment to social justice, assertive engagement and helping people experiencing disadvantages.

Our program which is under a Consumer Directed Care (CDC) approach, empowers our clients to continue to manage their own lives through transparency and having more control in decision making about their health & well being needs.

A special thank you to our team of Support Workers and Coordinator for providing the highest level of care during the year and more so during COVID-19.

For their dedication and selfless work under very challenging circumstances they deserve a standing ovation! ***BRAVO and the biggest THANK YOU!***

We assist our elderly who wish to remain living at home longer and provide choice and flexibility in the way that care and support is provided to them at their home.

Fun fact
60% of our Support Workers gained their qualifications (Certificate III in Individual Support and/or Certificate IV Disability or Ageing Support) at our own RTO!



Disability Advocacy

Diversity And Disability (DnD)

At the beginning of December 2019 and specifically for the international day of people with a disabilities, we were pleased to be able again to celebrate

by having our arts exhibition opening at the Granary Cafe where our artists with a disability were proud to showcase their masterpieces. On that day even our music group performed and the woodwork group had some of their created wooden objects on display at the celebration.

We were also very pleased to create a new self-advocacy project in partnership with ECCV. We had an opportunity to run a training for future CALD self-advocates with a disability in Dandenong, Broadmeadows, Shepparton and Bendigo.

In early 2020 with the lockdown in Victoria and to prevent the spreading of COVID-19 we were able to continue with the music and parents' group, both being moved to an online platform on Zoom. Moving forward we will be running self-advocacy support groups in the same regions thanks to new funding we have received.



What a year it has been for MRC North West Disability Advocacy Program, as it continued to run throughout COVID-19, providing assistance and support to people with a disability, their carers and families, who are from culturally and linguistically diverse (CALD) communities. Many success stories of people with disabilities gaining support in applying and obtaining National Disability Insurance Scheme, referrals to other support services and ongoing support from our disability Advocate.



MRC North West Region Diversity and Disability (DnD) program has continued to be very successful in providing services in the past year, making positive differences to CALD people with a disability and their families.

We supported an average of 7 people for each group that we have run for a total of 560 participants on an ongoing presence throughout 2019/2020.



During this time, we have also created our YouTube channel called DnD your life your voice, which is a great opportunity to learn about self-advocacy and get important information and resources in our fortnightly live sessions and on demand. DnD program has also developed a strong partnership with the Centre for Ethnicity and Health (CEH) to have a roundtable meeting every 3 months for providers and CALD people with a disability coming together to discuss the importance of self-advocacy, speaking up, issues with the NDIS and how providers could work better in providing services to CALD people with a disability. This project has been successful in creating networking and partnerships.

A special thanks goes to our management and staff at MRCNWR for their unduly support throughout the year and assisting all of us in adapting to the changing environment caused by COVID-19. To Victorian DHHS, all of our partners including ECCV, CEH, Scope Australia, Yooralla, Granary Café, Moreland and Brimbank councils for supporting our programs.

The spread of COVID-19 is having a major impact on the human services sector. MRC North West Region is an NDIS registered provider supporting participants with support coordination.

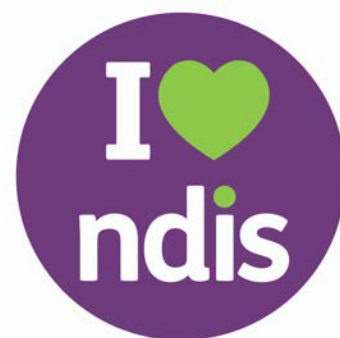
Creating awareness and attending to participant needs and helping them to transition to tele-health to be able to receive support remotely has significantly assisted to reduce anxiety in participants and their families.

NDIS Support Coordination



The lockdowns in response to COVID-19 have interrupted schooling with state-wide school closures. This had a **severe impact on communities from cultural background** specially people with disability. One of the positive story during the lockdown, was a newly migrant family with two kids both NDIS participants. The family has struggled to cope with home schooling and assist the kids with their day to day homework and activities. We took the case to the NDIS and explained the family situation and have received a positive response from the NDIS. The family received assistance with their essential day to day needs.

Registered
NDIS
Provider



Our **Action Plans** ensure NDIS participants and their families continue to receive the essential disability supports they need. It was very essential that continuity of support during the lock down was guaranteed thus we made sure that we reached all participants and their family to make sure they were being supported as many services got disrupted.



Learning Centre Services

MRCNWR Learning Centre Services continues to thrive, even with the disruptions of a global pandemic, since being operational for over 5 years and trading as a Registered Training Organisation and a Learn Local organisation.

The MRCNWR Learning Centre Services not only links in with its existing client services and programs but also links in with the broader community across the north west region of Melbourne, delivering accredited and non-accredited training tailored to clients, staff, and volunteers with a vision to engage and support educational and employment pathways.

The first half of the reporting period was busy and productive with many students interested in our delivery of courses. December 2019, the Learning Centre was excited to celebrate its second official graduation night held at the Maltese Club with our students, students' families, staff and Executive Management.

The night included a fun filled range of events with students wearing their traditional cultural dresses showcasing our diverse multicultural communities.





Early 2020 after students returned back from the holidays, we commenced our training sessions as per usual (class-based learning environment) then in March 2020, the world went into a global pandemic. The MRCNWR acted quickly to adapting to a new way of service delivery and learning, and transitioned students smoothly to online platforms supporting them along the way with any learning barriers. We commend the Learning centre team and all staff of the MRCNWR for their dedication, tremendous efforts, and professionalism during these unprecedented times in keeping our services vibrant and sustainable.

We acknowledge and thank all the partner organisations Home in Stead, Omnicare, Kalyna Care, Ottoman Village Cumberland Manor, Mambourin, and Warringa Park special School who provided their support in practical placement and job opportunities for our students.



Over 150 students have been supported through their journey thus far and many have graduated completing their full accredited certificates with most securing employment in the age care, disability and community sector. While other students have gone on to further their educational pathways, gaining entry to higher level tertiary education.

At the MRCNWR we will continue to navigate through the challenges and remain committed to providing the highest quality of education and training services to our cohort while supporting our staff, clients, and volunteers.

Our Learning Centre at MRCNW is a safe and friendly environment where students come together and learn everyday living skills and become part of the MRCNW family.





Our Partners & Supporters

Department of Health
Department of Home Affairs
Department of Human Services -Centrelink
Department of Social Services
Department of Health and Human Services
Department of Education and Training – Skills First
Department of Premier & Cabinet
Office of Disability
Office of Multicultural Affairs
National Disability Services
Adult Community and Further Education
Alzheimers Australia Vic
AMES Australia
Moreland City Council
Brimbank City Council
Moonee Valley City Council
Maribyrnong City Council
Hume City Council
Melton City Council
Victorian Multicultural Commission
VicRoads
Victoria Police
Westgate Road Safety Group
Office of Public Advocate
ANZ Trustees
Federation of Chinese Associations
Horn of Africa Senior Women’s program
Scope Victoria
Cancer Council Victoria
Centre of Culture, Ethnicity & Health

ADEC
Carers Victoria
St Albans Connect
Jackson School
Furlong Park School for Deaf Children
YMCA Camp Manyung
Western Health - Sunshine Hospital
Helping Hands Mission
Harcourts Foundation
Diabetes Australia
Lord Mayor’s Charitable Fund
Sacred Heart Primary School
St Albans Connect
Westpac Bank – Community Grants
Bendigo Kangan Institute (BKI) TAFE
Victoria University
Collins & Co Pty Ltd
ECCV - Ethnic Communities Council VIC
SCOA - Settlement Council of Australia
RMIT University
LASA - Leading Age Care Services Australia
Brotherhood of St Lawrence
St Dominic's Primary School
DPV Health
Leading Age Care Services Australia
Russell Kennedy Lawyers
Centre for Multicultural Youth
Brotherhood of St. Laurence
St John of God
Co-Health



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